



SELECT

BEST PRACTICES FOR FRONT DESK TEAM

WHAT IS SELECT?

SELECT is Internova Travel Group's value-added amenity program offering VIP privileges to craft memorable and authentic experiences. The amenities offered through SELECT are only available for clients who book through their trusted Internova Travel Group travel advisor.

WHAT AMENITIES DOES MY PROPERTY OFFER THROUGH SELECT?

As a member of SELECT, your hotel has contractually agreed to provide SELECT guests a variant of the following amenities:

- Special amenity valued at 100 USD
- Welcome amenity (if applicable)
- Complimentary breakfast for two daily
- Early check-in and late check-out upon availability
- Room upgrade upon availability
- Complimentary Wi-Fi

Become familiar with the specific amenities that your property offers to SELECT guests and ensure these amenities are provided to each SELECT guest during their stay.

HOW SHOULD I GREET A SELECT GUEST?

Members of the front desk staff should be well-versed in the SELECT program and knowledgeable about the amenities your property is offering through SELECT. The front desk staff should identify an upcoming SELECT reservation and prepare any amenities that need to be presented at time of check-in. For example, if your property offers a welcome amenity at check-in, be sure this amenity is ready to present when the guest arrives.

At check-in, the front desk staff should inform guests of their SELECT VIP status and communicate the special SELECT amenities the guests will be receiving during their stay. Be sure to also recognize a guest's SELECT status during check-out.

HOW ELSE CAN I ENSURE A SELECT GUEST IS SATISFIED?

One suggestion is to continually communicate with the travel advisor who made the booking throughout the guest's stay at your property. While not required, communicating with the travel advisor that their client has checked-in and received the SELECT amenities will reassure the advisor that your property is providing their client with the full SELECT experience.

WHO CAN I CONTACT TO LEARN MORE ABOUT THIS PROGRAM?

Please email selecthotels@internova.com.